



# User Survey

This survey is part of an ongoing effort by the U.S. Government Printing Office (GPO) to improve GPO Access. All responses will be used exclusively for compiling usage data about GPO Access and will not be shared outside of GPO, or used for product marketing. We will not contact you. An online version of this survey is available at: [http://www.access.gpo.gov/su\\_docs/survey99.html](http://www.access.gpo.gov/su_docs/survey99.html).

You may submit this form via fax at 202-512-1262 or mail it to:

U.S. Government Printing Office  
Office of Electronic Information Dissemination Services  
732 N. Capitol Street, NW  
Mail Stop: SDE  
Washington, DC 20401  
ATTN: Survey Coordinator

We have divided this survey into three sections -- About You, About GPO Access, and Your Technical Specs. Please submit this survey by December 15, 1999.

## SECTION 1: About You

### 1. Do you represent a Federal depository library?

- ☐ No
- ☐ Yes -- Library name:
- Location:

Please specify which type and then skip to question 4:

- |  |  |
|--|--|
| <input type="radio"/> Academic (general) libraries | <input type="radio"/> State libraries                    |
| <input type="radio"/> Public libraries             | <input type="radio"/> State court libraries              |
| <input type="radio"/> Academic law libraries       | <input type="radio"/> Special libraries                  |
| <input type="radio"/> Community college libraries  | <input type="radio"/> Federal court libraries            |
| <input type="radio"/> Federal agency libraries     | <input type="radio"/> Military service academy libraries |

### 2. With which type of institution or organization are you affiliated?

- ☐ Private company
- ☐ Non-profit
- ☐ Elementary through high school student
- ☐ Undergraduate or graduate, college student

- ☐ Elementary through high school faculty
- ☐ Faculty or research staff of academic institution
- ☐ Legal
- ☐ Media/communications
- ☐ State, local, or Federal Government
- ☐ Library (non-Federal depository)
- ☐ General public

**3. How did you learn about *GPO Access*?**

- ☐ Internet search
- ☐ Links from another Internet site
- ☐ Conference or trade show
- ☐ Newspaper or magazine article
- ☐ Federal depository library
- ☐ GPO Access gateway library
- ☐ Word of mouth
- ☐ Other

If "Other," please specify:

**4. How often do you use *GPO Access*?**

- ☐ Daily
- ☐ Once or twice a week
- ☐ About once a week
- ☐ Every few weeks
- ☐ A few times per year
- ☐ Once a year or less

**5. Why do you use *GPO Access*? (Select all that apply.)**

- ☐ Business decisions
- ☐ Government contracting research
- ☐ Legal Research
- ☐ Public policy decisions
- ☐ Tracking legislation
- ☐ Patron assistance
- ☐ Homework
- ☐ Undergraduate research
- ☐ Post graduate research
- ☐ Teaching
- ☐ Research for academic publication
- ☐ Research for news publication
- ☐ Other

If "Other," please specify:

**6. How do you most often connect to *GPO Access*?**

- ☐ Public-access workstation in a Federal depository library
- ☐ At home
- ☐ At work

☐ Other

If "Other," please specify:

## SECTION 2: About *GPO Access*

1. Which **GPO Access Finding Aids** do you use on a regular basis? (Select all that apply.)

- ☐ Catalog of U.S. Government Publications (MoCat)
- ☐ Sales Product Catalog (SPC)
- ☐ Government Information Locator Service (GILS)
- ☐ Government Information on Selected Internet Sites
- ☐ Government Information Products for Sale by Topic
- ☐ Electronic Government Information Products by Title
- ☐ Government Internet Sites by Topic
- ☐ Federal Agency Internet Sites
- ☐ Other

If "Other," please specify:

2. If you find any of the above Finding Aids inadequate, which ones are they and how are they lacking?

3. Overall, how easy is it for you to find the information you are looking for on *GPO Access*?

- ☐ Very easy
- ☐ Easy
- ☐ Somewhat difficult
- ☐ Very difficult
- ☐ Impossible

4. How do you rate *GPO Access* on each of the following attributes?

	Excellent	Good	Poor	Very Poor	N/A
Timeliness of Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online User Aids	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Site Organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**5. Which of the following GPO services have you contacted for product and/or service support?** (Select all that apply.)

- ☐ GPO Access User Support Team [gpoaccess@gpo.gov or (888) 293-6498 or 202-512-1530]
- ☐ askLPS [asklps@gpo.gov]
- ☐ GPO Order and Information Desk (Sales of print publications and CD-ROMs) [orders@gpo.gov or (202) 512-1800]
- ☐ U.S. Government bookstore.
- ☐ None of the above (Please skip to question 6.)

**Which do you contact most often:**

- |                                     |                                   |   |  |
|-------------------------------------|-----------------------------------|---|--|
| <input type="radio"/> Atlanta       | <input type="radio"/> Birmingham  | <input type="radio"/> Boston                          | <input type="radio"/> Chicago                          |
| <input type="radio"/> Cleveland     | <input type="radio"/> Columbus    | <input type="radio"/> Dallas                          | <input type="radio"/> Denver                           |
| <input type="radio"/> Detroit       | <input type="radio"/> Houston     | <input type="radio"/> Jacksonville                    | <input type="radio"/> Kansas City                      |
| <input type="radio"/> Laurel        | <input type="radio"/> Los Angeles | <input type="radio"/> Milwaukee                       | <input type="radio"/> New York                         |
| <input type="radio"/> Philadelphia  | <input type="radio"/> Pittsburgh  | <input type="radio"/> Portland                        | <input type="radio"/> Pueblo                           |
| <input type="radio"/> San Francisco | <input type="radio"/> Seattle     | <input type="radio"/> Washington, DC<br>McPherson Sq. | <input type="radio"/> Washington, DC<br>N. Capitol St. |

**5a. In the tables below, please rate the services you selected in question 5.**  
**For clarification, we have provided the following definitions:**

- Accessibility--the ease with which users can get in contact with a service
- Courtesy--polite and professional behavior of staff
- Product Knowledge--how well the staff of a service know the contents of products offered
- Technical Knowledge--how well the staff of a service know how a product functions and how to use the product
- Complaint Resolution--how well staff resolve problems
- Response Time--how quickly staff respond to e-mail, fax, or voice messages

**A. GPO Access User Support Team**

	Excellent	Good	Poor	Very Poor	N/A
Accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complaint Resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**B. askLPS**

	Excellent	Good	Poor	Very Poor	N/A
Accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complaint Resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**C. GPO Order and Information Desk**

	Excellent	Good	Poor	Very Poor	N/A
Accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complaint Resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**D. U.S. Government Bookstores**

	Excellent	Good	Poor	Very Poor	N/A
Accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complaint Resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. What additional publications or services would you like to see on *GPO Access*?

7. If you represent a gateway library, are you satisfied with the quality of service you receive from *GPO Access*? (If you do not represent a gateway library, please skip to question 8.)

- ☐ Yes  
☐ No

Please explain:

8. User feedback is one of our most valuable tools for refining our online services and our Web site. Please provide any additional comments and/or suggestions below.

### SECTION 3: Your Technical Specs (Optional)

1. What type of computer do you use most often to visit *GPO Access*?

☒ PC -- What type of processor?

- |                                   |                                  |
|-----------------------------------|----------------------------------|
| <input type="radio"/> Pentium III | <input type="radio"/> 386 Mhz    |
| <input type="radio"/> Pentium II  | <input type="radio"/> Other      |
| <input type="radio"/> Pentium     | <input type="radio"/> Don't know |
| <input type="radio"/> 486 Mhz     |                                  |

☐ Apple/Macintosh -- What type?

- |                                  |                                 |                                  |
|----------------------------------|---------------------------------|----------------------------------|
| <input type="radio"/> G4         | <input type="radio"/> Power Mac | <input type="radio"/> Mac SE     |
| <input type="radio"/> G3         | <input type="radio"/> Performa  | <input type="radio"/> Other      |
| <input type="radio"/> iMac       | <input type="radio"/> Classic   | <input type="radio"/> Don't know |
| <input type="radio"/> iBook      | <input type="radio"/> Quandra   |                                  |
| <input type="radio"/> Power Book | <input type="radio"/> Mac Ilcx  |                                  |

☐ Other (e.g., Unix) -- Please specify:

**2. What size monitor do you use most often?**

- |                                      |                                     |
|--------------------------------------|-------------------------------------|
| <input type="radio"/> 14" or smaller | <input type="radio"/> 19"           |
| <input type="radio"/> 15"            | <input type="radio"/> 21" or larger |
| <input type="radio"/> 17"            | <input type="radio"/> Don't know    |

**3. At which speed do you most often connect to *GPO Access*?**

- |  |   |
|--|---|
| <input type="radio"/> 14.4 bps or less | <input type="radio"/> 56.6 bps or greater |
| <input type="radio"/> 28.8 bps         | <input type="radio"/> Don't know          |
| <input type="radio"/> 33.6 bps         | <input type="radio"/> Other               |

If "Other," please specify:

**4. Which browser(s) do you use?**

- ☐ Internet Explorer -- What version?
- ☐ Netscape -- What version?
- ☐ Other:

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A service of the Superintendent of Documents, [U.S. Government Printing Office](#).  
Questions or comments: [gpoaccess@gpo.gov](mailto:gpoaccess@gpo.gov).